

CUMBERLAND FALLS HIGHWAY

WATER DISTRICT

P. S. C. Ky. No. 4

Cancels P. S. C. Ky. No. 3

CUMBERLAND FALLS HIGHWAY WATER DISTRICT

of  
6926 Cumberland Falls Highway  
Corbin, Kentucky 40701

Rates, Rules and Regulations for Furnishing

WATER SERVICES

AT

CENTRAL WHITLEY COUNTY WEST OF INTERSTATE HIGHWAY 75

Filed with PUBLIC SERVICE COMMISSION OF  
KENTUCKY

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ISSUED BY Cumberland Falls Highway Water District

( Name of Utility )

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

BY Roy Petrey  
Roy Petrey, Chairman

NOV 17 2000

PURSUANT TO 307 KAR 5011,  
SECTION 9(1)

BY: Stephan Bue  
SECRETARY OF THE COMMISSION

CUMBERLAND FALLS HIGHWAY WATER DISTRICT  
6926 CUMBERLAND FALLS HIGHWAY  
CORBIN, KENTUCKY 40701

RULES AND REGULATIONS & CLASSIFICATION OF SERVICE

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PURSUANT TO 807 KAR 5.011,  
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CUMBERLAND FALLS HIGHWAY WATER DISTRICT

PAGE NUMBER

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PURSUANT TO 807 KAR 5.011,  
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FOR Entire District

P.S. C. Ky. No. 4

Revised Sheet No. 1

Cumberland Falls Highway Water District

Canceling P. S. C. Ky. No. 2

Original Sheet No. 2-10

## RULES AND REGULATIONS

These Rules and Regulations govern the furnishing of water service by the Cumberland Falls Highway Water District hereinafter referred to as the District and apply to all service received from the District.

No employee or individual Commissioner of the District is permitted to make an exception to these Rates, Rules or Regulations. These Rules and Regulations are to be in effect so long as they are not in conflict with the Kentucky Public Service Commission's Rules and Regulations ( 807 KAR 5:001 - 5:0076 ). The District is subject to all Rules and regulations of the Kentucky Public Service Commission.

### 1. Scope:

This schedule of Rules and Regulations is a part of all contracts for receiving water service from the District, and applies to all service received from the District whether the service is based upon contract agreement or a signed application for service. A copy of this schedule, together with a copy of the District's Schedule of Rates and Charges shall be kept open to inspection at the office of the District. The rules are promulgated under the direction and authority granted pursuant to Chapter 5 of the Kentucky Administrative Regulations ( 807 KAR 5 ). The aforesaid rules and regulations are hereby adopted and included the same as if herein written.

PUBLIC SERVICE COMMISSION  
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BY: Stephan O. Bay  
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FOR Entire District

P.S.C. 4

Revised Sheet No. 2

Cumberland Falls Highway Water District

Canceling P. S. C. Ky. No. 2

Original Sheet No. 2-10

## RULES AND REGULATIONS

### 2. Revisions:

These Rules and regulations may be revised, amended, supplemented, or otherwise changed from time to time by either of the ( 2 ) following methods:

A. By order of the Kentucky Public Service Commission upon formal application by the District, and after hearing as provided by Commission Regulation set forth in 807 KAR 5:011.

B. By issuing and filing on at least thirty (30 ) days notice to the Kentucky Public Service Commission and the public all proposed changes in the Rules and Regulations provided by Commission Regulations set forth in 807 KAR 5:011.

### 3. Conflict

In case of conflict between any provisions of any rate schedule and the schedule of Rules and Regulations, the rate schedule shall apply. Also, should the rules contained herein conflict with rules in effect under 807 KAR 5, the provisions of 807 KAR 5 shall take precedence over those contained herein.

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P.S.C. 4

Revised Sheet No. 3

Cumberland Falls Highway Water District

Canceling P. S. C. Ky. No. 2

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## RULES AND REGULATIONS

### 4. Application for Service

Any person, firm, agency or governmental entity within the current boundary of the District may request service. Applications for service must be in writing on a form approved by the District.

Each applicant for service shall be required to execute and sign the District's standard application for water service before service is supplied by the District. No service will be installed unless there is a water distribution line existing along the route from which service is requested. If service is desired on the same side of the road as the water main, the water meter shall be installed within five ( 5 ) feet of the water main, or within the fifty (50) feet rule. A service line that will run under the road-way and the meter installed on private property adjacent to the highway right-of-way, if the distance from the main to either side of the road is greater than fifty ( 50 ) feet, the customer will be required to pay the cost of installing the pipe for the additional footage. A 5/8" by 3/4 inch meter shall be the standard customer service meter.

### 5. Point of Delivery

The point of delivery is the point where the meter or vault is located on the customer's property. ( Note: In some cases the customer may run the service line across property of another, in that case the meter or vault will not be on the customers property. ) All water lines, plumbing and equipment beyond the meter shall be installed and maintained by the customers. The District reserves the right to determine the location of point of delivery with full regard to those wishes of the prospective customer.

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P.S.C. 4

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Cumberland Falls Highway Water District

Canceling P. S. C. Ky. No. 2

Original Sheet No. 2-10

## RULES AND REGULATIONS

### 6. Non-Standard Service

Each prospective customer requiring a non-standard service ( other than a 5/8" by 3/4 inch meter shall present to the District sufficient justification for same.

### 7. Customer's Service Line

All service lines beyond the metering point shall be installed of material consisting of copper, polyethelene or PVC pipe with a pressure rating of 200 PSI. The size of the service line beyond the point of delivery should not be less that 3/4 inch except under unusual circumstances which shall be clearly defined. The District shall not set a meter at a point in the water system that does not deliver 30 PSI at the meter. Each customer shall install, in a separate box, a cut-off valve, drain valve, a check valve and a PRV (pressure reducing valve) if required. If the service is a closed system, the Kentucky Plumbing Code requires an expansion chamber to be installed on the cold water line, before the hot water heater. No adjustments for leakage in the customer service line or plumbing shall be made.

Should an applicant desire a higher pressure due to his location or need, they may make provision(s) for an individual pressure booster system. The manner of connection, location cross-connection protection and type is subject to approval by the District. The District reserves the right to require discontinuance and disconnection should the private booster system have a detrimental effect on the District's system.

### 8. Ownership of Mains, Services & Appurtenances

All mains, fire hydrants, valves, meters, crossings and other appurtenances are, and shall remain the property of the District, whether installed by the District or the Customer.

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Chairman  
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NOV 17 2000  
KRS 807 KAR 5.011  
SECTION 9(1)  
SECRETARY OF THE COMMISSION



FOR Entire District

P.S.C. 4

Revised Sheet No. 5

Cumberland Falls Highway Water District

Canceling P. S. C. Ky. No. 2

Original Sheet No. 2-10

## RULES AND REGULATIONS

### 9. Discontinuance of Service by the District

Water Service may be discontinued by the District for any violation of any rule, regulation or condition and especially for any of the following reasons:

- A. Misrepresentation in the application or contract as related to the water supply to the property, or fixtures to be supplied or additional uses to be made of water. Allowing another customer to connect to the water service line, after or following the meter.
- B. Resale of water.
- C. Waste or misuse of water due to improper or imperfect service pipes and/or failure to keep such pipes in suitable state of repair.
- D. Tampering with meter, meter seal, service, valves or permitting such tampering by others.
- E. Connection, cross-connection, or permitting the same, of any separate water supply to premises which receive water from the District.
- F. Non-payment of bills.
- G. When a dangerous condition is found to exist on the customer's or applicant's premises, with reference to the continuation of water service, water service shall be cut off or refused, provided the District shall notify the customer or applicant immediately of the reasons for the discontinuance or refusal and the corrective action to be taken by the applicant or customer before service can be restored.

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FOR Entire District

P.S.C. 4

Revised Sheet No. 6

Cumberland Falls Highway Water District

Canceling P. S. C. Ky. No. 2

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## RULES AND REGULATIONS

### 10. Billing

Bills and notices relating to the conduct of the business of the District will be mailed to the customer at the address listed on the " **Contract for Water Service** " unless a change of address has been filed in writing with the District: And the District shall not otherwise be responsible for delivery of any bill or notice nor will the customer be excused from the payment of any bill or any performance required in said notice.

Bills for water service are due and payable at the office of the District, located on highway 25 W North of the intersection of 25W and Bee Creek Road. The past due date shall be the tenth ( 10 ) day of the month. Bills will be dated and mailed on or about the 28th day of each month, with payment due by the tenth ( 10 ).

A bill not paid on or before the 10th shall be deemed delinquent. At the close of the business day of the 10th, all delinquent bills shall have a ten (10) percent penalty added. A " **Second Notice** " bill shall be mailed by the twelfth (12) of the month, failure by the customer to pay the bill by the twenty (20) of the month, may result in the water supply being discontinued without further notice:

Provided, however, if, prior to discontinuance of service, there is delivered to the District or its employee empowered to discontinue service, a written certificate signed by a physician, a registered nurse, or a public health officer that in the opinion of the certifier, discontinuance of service will aggravate an existing illness or infirmity of the affected premises, service shall not be discontinued until the affected resident can make other living arrangements or until thirty ( 30 ) days elapse from the time of the District's receipt of said certification.

Service will never be terminated before 20 days after the mailing date of the original bill.

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SECTION 9 (1)  
OFFICE OF THE COMMISSIONER

FOR Entire District

PSC 4

Revised Sheet No. 7

Cumberland Falls Highway Water District

Canceling P. S. C. Ky. No. 2

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## RULES AND REGULATIONS

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### 11. Discontinuance of Service By Customer

Any Customer having fulfilled his/her contract terms and desiring to discontinue the water service to his/her premises for any reason must give notice of discontinuance in writing at the business office of the District at least three (3) days prior to the date on which the customer desires to discontinue service. If such notice in writing is not given, a customer shall remain liable for all water used and service rendered to the premises by the District until said notice is received by the District.

### 12. Reconnection Fee

Where the water supply to the customer has been discontinued for non-payment of delinquent bills, a charge of \$25.00 will be made for reconnection of water service, but the reconnection will not be made until all delinquent bills and other charges, if any, owed by the customer to the District have been paid.

When a customer requests connection or reconnection they shall make an appointment to meet the service personnel. If not, and faucets or other point of usage allows the meter to run, the service personnel has no choice but to leave the water off. This requires another trip to provide the customer water and will necessitate another charge of \$25.00.

PUBLIC SERVICE COMMISSION  
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BY Stephen O. Hall  
SECRETARY OF THE COMMISSION

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FOR Entire District

PSC 4

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Cumberland Falls Highway Water District

Canceling P. S. C. Ky. No. 2

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## RULES AND REGULATIONS

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### 13. Deposits

The District may require a minimum cash deposit or other guaranty to secure payment of bills. Service may be refused or discontinued for failure to pay the requested deposit. Interest, as prescribed by KRS ~~7-1050~~ <sup>918.400</sup>, will be paid annually either by refund or credit to the customer's bill, except that no refund or credit will be made if the customer's bill is delinquent on the anniversary date of the deposit.

The required deposits may be returned after one (1) year if the customer has established a satisfactory payment record for that period. If a deposit has been returned and the customer fails to maintain a satisfactory payment record, a new deposit may then be required. The District may require a deposit in addition to the initial deposit if the customer's classification of service changes or if there is a substantial change in usage. Upon termination of service, the deposit, and any interest earned and owed will be credited to the final bill with any remainder refunded to the customer.

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FOR ENTIRE DISTRICT

P. S. C. KY No. 3-B

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Canceling P. S. C. KY No. 2

CUMBERLAND FALLS HIGHWAY WATER DISTRICT

Original SHEET No. 2 - 10

RULES AND REGULATIONS

3. ( Continued )      EQUAL DEPOSITS

All Customers shall pay equal deposits in the amount of \$69.00 .  
This amount does not exceed the average water bill of residential customers served  
by the District and is equal to 2/12 of the average annual bill.

PUBLIC SERVICE COMMISSION  
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FOR Entire District

PSC 4

Revised Sheet No. 9

Cumberland Falls Highway Water District

Canceling P. S. C. Ky. No. 2

Original Sheet No. 2-10

## RULES AND REGULATIONS

### DEPOSITS

In determining whether a deposit will be required or waived, the following criteria will be considered:

1. Previous payment history with the District.
2. Whether the customer has an established income.
3. Length of time the customer has resided or been located in the area.
4. Whether the customer owns property in the area.

If a deposit is held longer than eighteen (18) months, the deposit will be calculated at the customer's request based on the customer's actual usage. If the deposit on account differs from the recalculated amount by more than \$10.00 for a residential customer or ten (10) percent for a non-residential customer, the District may collect any underpayment and shall refund any overpayment by check or credit to the customer's bill. No refund will be made if the customer's bill is delinquent at the time of the recalculation.

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FOR Entire District

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Cumberland Falls Highway Water District

Canceling P. S. C. Ky. No. 2

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## RULES AND REGULATIONS

### 14. Adjustment Relative to Meter Error

If a water meter is inaccurate in excess of two (2) percent, upon required periodic testing or upon requested testing, additional test shall be made at once to determine the average error of the meter, and the adjustments shall be made in the customer's water bills as follows:

A. If the period during which the error existed cannot be determined with reasonable precision, the time period shall be estimated using such data as elapsed time since the last meter test, if applicable, and historical usage date for the customer. If that data is not available, the average usage of similar customer loads shall be used for comparison purposes in calculating the time period. If the customer and the utility are unable to agree on an estimated of the time period during which the error existed, the commission shall determine the issue.

B. In all instances of customer overbilling, the customer's account shall be credited or the overbilled amount refunded at the discretion of the customer within thirty (30) days after the final meter test results. A utility shall not require customer repayment of any underbilling to be made over a period shorter than a period coextensive with the underbilling.

C. If the result of such test necessitates making a refund or back billing a customer, the customer shall be notified in writing of the percentage of error, fast or slow, the date (s) of testing, and the amount of charge or credit to be shown on the next customer billing.

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PSC 4

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Cumberland Falls Highway Water District

Canceling P. S. C. Ky. No. 2

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## RULES AND REGULATIONS

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### 15. Meters

All meters shall be installed, renewed, and maintained at the expense of the District and the District reserves the right to approve the size and type of meter used. It shall be the policy of the District to test each water meter pursuant to Public Service Commission Regulation 807 KAR 5:066. In addition, upon written request of any customer, the meter servicing such customer shall be tested by the District, pursuant to Public Service Regulations.

### 16. Failure of Water Meter

Where a meter is found to be in error, the customer's bill will be adjusted in accordance with Section 14 herein per Kentucky Public Service Commission Regulations. Where a meter has ceased to register, the District will estimate the monthly bill of the customer for the month that the meter is replaced. The estimated bill will be based upon the previous six month's usage.

### 17. Right of Access

The customer must agree to permit the District to lay, maintain, repair, or remove its water lines that are located on the customer's property with the right of ingress-and-egress over customer's property. Customer also agrees not to build or otherwise obstruct the ground over the water line (s). The District's duly authorized representative and/or other duly authorized employee (s) of the State Health Department bearing proper credentials and identification shall be permitted to enter upon all properties for the purpose of inspection, observation, measurement, sampling and testing in accordance with the provisions of these Rules and Regulations.

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Cumberland Falls Highway Water District

Canceling P. S. C. Ky. No. 2

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## RULES AND REGULATIONS

### 18. Interruption of Service

The District will use reasonable diligence in supplying water service, but shall not be liable for loss, injury, or damage to persons or property resulting from interruptions in service, excessive or inadequate water pressure. The district does hereby explicitly state that its system is one for rural domestic consumption and that its allowance of connections to its system for fire protection whether by design or implication is only for such benefit as a customer may be able to derive from such connection.

The District system is not designed or intended for use for fire protection in any manner whatsoever. Any customer using same for fire protection does so at his/her own full and sole responsibility.

The District shall make all reasonable efforts to eliminate interruption of service and when such interruption occurs will endeavor to restore service with the shortest possible delay. When the service is interrupted all consumers affected by such interruption will be notified in advance whenever it is possible to do so.

### 19. Backflow Preventors

Special services and fire connection shall have backflow preventors of a type approved by the District, installed at the cost of the customer or applicant for service. The device shall be tested annually and a test report provided to the District.

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FOR Entire District

PSC 4

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Cumberland Falls Highway Water District

Canceling P. S. C. Ky. No. 2

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## RULES AND REGULATIONS

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### 20. Cross-Connection (s)

The Kentucky Department of Health, Kentucky Public Service Commission and these Rules and Regulations do hereby explicitly state that cross-connection (s) of the District's system with any other source is hereby prohibited.

A cross-connection is any pipe, valve, or other arrangement or device connecting the pipelines of the District or facilities directly or indirectly connected therewith to and with pipes or fixtures and equipment supplied with water/or any other fluid, from any source other than the water lines of the District directly connected.

### 21. Relocation of Water Facility (s)

The District may, at the request of a customer, relocate, change or modify existing District owned equipment, mains or appurtenances. Same shall reimburse District for such changes at actual cost including appropriate legal, administrative, engineering and overhead cost.

### 22. Damage to District's Water System

No person shall maliciously, willfully, or negligently break, damage, destroy, uncover, deface, or tamper with any structure appurtenance, or equipment which is a part of the District's Water Works. Any person violating this prevision shall be subject to immediate arrest and/or discontinuation of water service and shall pay the cost of repairing or replacing the pipe or appurtenance.

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Cumberland Falls Highway Water District

Canceling P. S. C. Ky. No. 2

Original Sheet No. 2-10

## RULES AND REGULATIONS

### Damage to District's Water System, continued

Any person, firm or organization involved in work around or near the District's distribution mains or appurtenances may request the District to indicate location of same. However, indication of the District of same does not relieve such person of complete responsibility and liability for any and all damages, liability and loss resulting from any act of such person or his assigns an/or agent. See the Underground Facility Damage Prevention Act of 1994.

### 23. Additional Load

The service connection supplied by the District for each customer has a definite capacity, and no addition to the equipment or load connected thereto will be allowed except by consent of the District. Failure to give notice of additions or changes in load, and to obtain the District's consent for same, shall render the customer liable for any damage to any of the District's lines or equipment caused by the additional or changed installation (s).

### 24. Notice of Trouble

The customer shall notify the District immediately should the service be unsatisfactory for any reason, or should there be any defects, trouble or accidents affecting the supply of water.

PUBLIC SERVICE COMMISSION  
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Chairman

CFHWD

Name of Officer

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Address

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Cumberland Falls Highway Water District

Canceling P. S. C. Ky. No. 2

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## RULES AND REGULATIONS

### 25. Water Main Extension (s)

Any person desiring an extension to the District's water lines, shall make the request in writing, in/on a form approved by the District for such extension.

The District shall construct water main extensions under the authority and procedures stipulated in Public Service Commission Regulation 807 KAR ~~5:006~~ <sup>5:006 sec. 11</sup> and any extension made under this option shall be subject to refund as outlined in said regulation.

Extensor applicant is hereby notified that all other rules, rates and regulations pertaining to fees applicable to size and type of service requested shall be paid in addition to cost of extension (s). All rules and regulations of the Kentucky Division of Water shall be followed.

The District may at an any time extend (on the end ) any contracted water main, without payment to the extensor.

### 26. Complaints

Complaints may be made to the System Manager whose decision may be appealed to the Board of Commissioners. Such appeal shall be in writing within ten (10) days of the date of the decision by the Manager. Stating the nature of the complaint and supporting evidence. Decisions by the Manager shall be in conjunction with the Commissioners, as needed. These decisions may be brought before the Public Service Commission in accordance with 807 KAR 5:006, Section 9.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 17 2000

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)

DATE OF ISSUE 8-3-2000

DATE EFFECTIVE

Month Day Year

ISSUED BY

Roy Petrey

Chairman

CFHWD

Name of Officer

Title

Address

FOR Entire District

PSC 4

Revised Sheet No. 16

Cumberland Falls Highway Water District

Canceling P. S. C. Ky. No. 2

Original Sheet No. 2-10

## RULES AND REGULATIONS

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### 27. Sale of Water

Water furnished by the District may be used for domestic consumption by the customer's household or business, subject to special service agreements. The customer shall not sell, donate, give or allow use of such water to any unauthorized party. Each customer ( or residence ) shall have an individual meter, customer(s) shall not allow another water user, customer or residence to connect to the service line(s). To do so, will result in termination of water service.

Fire Departments that obtain water for fire protection use within the District's system, shall not sell water for any purpose, (example) filling swimming pools.

### 28. Special Charges

Special charges may be assessed to the customer for a returned checks, meter rereads, and meter test at the specified charges shown below:

- A. A charge of \$25.00 will be made for each check returned to the District by the Bank.
- B. A charge of \$25.00 will be made to reread a meter at the customer's request, unless such reread reveals that the initial reading was erroneous.
- C. A charge of \$25.00 will be made for a meter test when such test is made at the customer's request, unless the meter is found to be in error of two (2) percent or more. If the meter is in error, adjustment shall be made in accordance with Section 14 of these Rules and Regulations.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 17 2000

DATE OF ISSUE 8-3-2000  
Month Day Year

DATE EFFECTIVE 8-3-2000  
Month Day Year

ISSUED BY Roy Petrey  
Name of Officer

Chairman  
Title

PURSUANT TO KAR 5.011,  
SECTION 14  
BY Stephen Bell  
SECRETARY OF THE COMMISSION  
CFHWDC  
Address

FOR Entire District

PSC 4

Revised Sheet No. 17

Cumberland Falls Highway Water District

Canceling P. S. C. Ky. No. 2

Original Sheet No. 2-10

## RULES AND REGULATIONS

### 29. Special User Agreements for Non-Standard Service

Each applicant for non-standard service shall execute to the District an agreement for special service.

### 30. Fire Hydrants

Customers desiring installation of a fire hydrant may contact the District for information. Water mains not designed to carry fire-flows shall not have fire hydrants connected to them. The District is not responsible for, nor does it guarantee, any minimum pressure at these hydrants, other than the minimum pressure required by the Public Service Commission for distribution lines. Any damage to the distribution lines resulting from excessive pumping pressure/vacuum applied by any fire fighting unit, shall be the liability of that unit.

If a fire hydrant is to be installed on the District water lines, a determination and certification shall be made by a licensed Professional Engineer.

If fire hydrants are installed for private fire protection, a monthly charge of \$15.00 shall be made. Customers needing sprinkler fire protection shall apply to the District, this service must be approved by the System Engineer, a monthly charge of \$15.00 shall be made.

### 31. Boiler and Engine Water Supply

The District does not guarantee a sufficient or uniform pressure, or an uninterrupted supply of water, and customers are cautioned to provide a sufficient storage of water where an absolutely uninterrupted supply must be assured: such as for steam boilers, hot water systems, etc.

DATE OF ISSUE 8-3-2000

Month Day Year

ISSUED BY Roy Petrey

Name of Officer

DATE EFFECTIVE

Chairman

Title

PURSUANT TO 807 KAR 5.011, SECTION 19 (1)  
NOV 17 2000  
Stephan Bue  
SECRETARY OF THE COMMISSION  
CFHWD  
Address

FOR Entire District

PSC 4

Revised Sheet No. 18

Cumberland Falls Highway Water District

Canceling P. S. C. Ky. No. 2

Original Sheet No. 2-10

## RULES AND REGULATIONS

### MONITORING OF CUSTOMER USAGE

At least once annually the District will monitor the usage of each customer according to the following procedure:

1. The customer's annual usage for the most recent twelve (12) month period will be compared with the annual usage for the twelve (12) months immediately preceding that period.
2. If the annual usage for the two (2) periods are substantially the same or if any difference is known to be attributed to unique circumstances, such as unusual weather conditions, common to all customers no further review will be done.
3. If the annual usage differ by twenty percent or more and cannot be attributed to a identified common cause, the District will compare the customer's monthly usage records for the twelve (12) month period with the monthly usage for the same months of the preceding year.
4. If the cause for the usage deviation cannot be determined from analysis of the customer's meter reading and billing records, the District will contact the customer by telephone or in writing to determine whether there have been changes such as different number of household members or work staff, additional or different appliances, changes in business volume, or known leaks in the customer's service line.
5. Where the deviation is not otherwise explained, the District will test the customer's meter to determine whether it shows an average error greater than two (2) percent fast or slow.
6. The District will notify the customers of the investigation, its findings and any refunds or backbilling in accordance with 807 KAR 5:006, Section 10 (4) and (5).

In addition to the annual monitoring, the District will immediately investigate usage deviations brought to its attention as a result of its on-going meter reading or billing processes or customer inquiry.

DATE OF ISSUE 8-3-2000

Month Day Year

DATE EFFECTIVE Date Approved

Month Day Year

ISSUED BY Roy Petrey  
Name of Officer

Chairman  
Title

CFHWD  
Address

NOV 17 2000  
PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
807 KAR 5:011  
SECTION 9(1)  
BY Stacy O. Bell  
SECRETARY OF THE COMMISSION

FOR Entire District

PSC 4

Revised Sheet No. 19

Cumberland Falls Highway Water District

Canceling P. S. C. Ky. No. 2

Original Sheet No. 2-10

## RULES AND REGULATIONS

### CUSTOMER BILL OF RIGHTS

As a residential customer of a regulated utility in Kentucky, you are guaranteed the following rights subjected to Kentucky Revised Statutes and the Provisions of the Kentucky Public Commission Administrative Regulations:

- You have the right to, service, provided you ( or a member of your household whose debt was accumulated at your address) are not indebted to the utility.
- You have the right to, inspect and review the utility's rates and tariffed operating procedures during the utility's normal office hours.
- You have the right to, be present at any routine utility inspection of your service condition.
- You must be provided, a separate, distinct disconnect notice alerting you to a possible disconnection of your service if payment is not received.
- You have the right to, dispute the reasons for any announced termination of your service.
- You have the right to, negotiate a partial payment plan when your service is threatened by disconnection for non-payment.
- You have the right to, maintain your utility service for up to thirty (30) days upon presentation of a medical certificate issued by a health official.
- You have the right to, prompt ( within 24 hours ) restoration of your service when the cause for discontinuance of the service has been corrected.
- You have the right to, contact the Public Service Commission regarding any dispute that you have been unable to resolve with your utility.

CALL TOLL FREE 1-800-772-4636

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 17 2000

DATE OF ISSUE 8-3-2000

Month Day Year

DATE EFFECTIVE

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)  
BY Date/Approved  
Month Day Year  
SECRETARY OF THE COMMISSION

ISSUED BY

Roy Petrey

Name of Officer

Chairman

Title

CFHWD

Address



FOR \_\_\_\_\_  
Community, Town or City

P.S.C. KY. NO. \_\_\_\_\_ 4 \_\_\_\_\_

1<sup>st</sup> Revised \_\_\_\_\_ SHEET NO. \_\_\_\_\_ 20 \_\_\_\_\_

Cumberland Falls Highway Water District  
(Name of Utility)

CANCELLING P.S.C. KY. NO. \_\_\_\_\_ 4 \_\_\_\_\_

Revised \_\_\_\_\_ SHEET NO. \_\_\_\_\_ 4-20 \_\_\_\_\_

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CONTENTS

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SCHEDULE OF SPECIAL SERVICE CHARGES

The following charges for special services shall be made:

1. Service Reconnection Charge

A charge of \$25.00 shall be made for all service reconnections made during regular working hours, except that there shall be no connection charges made for service on the original installation of facilities. Reconnections requested by the customer during non-working hours shall be billed at the service personnel over-time rate plus mileage and overhead.

2. Meter Reading Recheck Charge

A charge of \$25.00 shall be made for a trip to recheck a meter reading when the customer request the meter to be rechecked for a correct reading and meter was not misread. Request from the customer (s) shall be made in writing to verify request was made.

3. Returned Check Charge

A Service Charge of \$25.00 for any check or electronic bank draft returned by the bank for any reason. The district may require a customer to make payment for services by cash or money order once the customer has had three (3) returned checks or three (3) returned bank drafts in an eighteen month period.

DATE OF ISSUE \_\_\_\_\_  
Month / Date / Year

DATE EFFECTIVE \_\_\_\_\_  
Month / Date / Year

ISSUED BY Roy Ostray  
(Signature of Officer)

TITLE Chairman

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
IN CASE NO. \_\_\_\_\_ DATED \_\_\_\_\_

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
1/8/2006  
PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)

By [Signature]  
Executive Director

FOR Entire District

PSC 4

Revised Sheet No. 21

Cumberland Falls Highway Water District

Canceling P. S. C. Ky. No. 2

Original Sheet No. 2-10

RULES AND REGULATIONS

SPECIAL SERVICE CHARGES, CONTINUED

4. Meter Test

Upon written request and payment of \$25.00 the customer may have his/her meter tested, provided request by the customer is not more frequent than once each twelve months. If such test shows the meter is more than two (2) percent fast, a refund of \$15.00 shall be made and the bill adjusted accordingly. If the periodic testing requirement of 807 KAR 5 has not been met for the meter tested, no charge will be made for the test regardless of results of the test.

5. PSC Meter Test Complaint

Any customer of the District may request a meter test by written application to the Kentucky Public Service Commission.

6. Contribution in aid of Construction

The established contribution fee is based on the size of the installed metering equipment as noted below:

5/8 " by 3/4 inch Meter -----\$551.00

One-inch Meter-----\$ Actual Cost

Two-inch Meter-----\$ Actual Cost

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 17 2000

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)

BY: Stephan O. Beck  
SECRETARY OF THE COMMISSION

DATE OF ISSUE 8-3-2000

Month Day Year

DATE EFFECTIVE Date Approved

Month Day Year

ISSUED BY Roy Petrey

Name of Officer

Chairman

Title

CFHWD

Address

FOR Entire District

PSC 4

Revised Sheet No. 22

Cumberland Falls Highway Water District

Canceling P. S. C. Ky. No. 2

Original Sheet No. 2-10

## RULES AND REGULATIONS

### SPECIAL SERVICE CHARGES, CONTINUED

#### 7. Sub-Division(s) other Commercial Development

All person desiring to construct water mains and connect to the District shall prior to the commencement of such construction:

1. Submit detailed plans to the Commissioners of the District, the plans must be prepared by a Civil Engineer registered in Kentucky, conform to the requirements and specifications of the State and County Health Departments, including the Division of Water and not interfere with the operations and plans for expansion of the District and shall conform to the location, type and size of mains prescribed by the District. and conform to all other regulations of the District. Rock encountered in any ditch line may require extra cost.

2. The District shall not agree to assume maintenance and repairs of water mains constructed by others unless full control and ownership of said mains is conveyed to the District, and the Installing Contractor agrees in writing to assume full responsibility for maintenance and repairs to the water mains for a period of twelve (12) months from the completion date. This responsibility includes the loss of water.

3. The first year after construction is completed, the developer will be reimbursed for fifty (50) feet of water main cost, for each new service connected to the original main. A fire hydrant, if provided, shall not be considered a service or customer. When a developer or individual extends a water main to subdivide property and the system requires reinforcement to supply the additional demand, and/or if the cost of the main extension and/or reinforcements are included in the sale of lots, the cost of the main shall not be refunded by the District. All applicants requesting service from the main shall be required to pay a meter tap fee to the District.

DATE OF ISSUE 8-3-2000  
Month Day Year

DATE EFFECTIVE Date Approved  
Month Day Year

ISSUED BY Roy Petrey  
Name of Officer

Chairman  
Title

NOV 17 2000  
PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
SECTION 9 (1)  
CFHWD  
SECRETARY OF THE COMMISSION

CUMBERLAND FALLS HIGHWAY WATER DISTRICT

SECTION TWO

PAGE NUMBER

SUBJECT

- 1----- General Water Service Rate & Purchased Water Adjustment  
Base ( approved by PSC 7-12-96 )
- 2----- Tap on Fees
- 3----- Blank Bill Card Forms

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 17 2000

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)  
BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

FOR \_\_\_\_\_  
Community, Town or City

P.S.C. KY. NO. \_\_\_\_\_

\_\_\_\_\_ SHEET NO. \_\_\_\_\_

**Cumberland Falls Hwy. Water District**  
(Name of Utility)

CANCELLING P.S.C. KY. NO. \_\_\_\_\_

\_\_\_\_\_ SHEET NO. \_\_\_\_\_

**RATES AND CHARGES**

**Proposed Monthly Rates**

**5/8" x 3/4" Meters:**

First 1,000 gallons	\$16.70 minimum bill
All over 1,000 gallons	6.50 per 1,000 gallons

**1" Meters:**

First 5,000 gallons	\$42.70 minimum bill
All over 5,000 gallons	6.50 per 1,000 gallons

**2" Meters:**

First 25,000 gallons	\$172.70 minimum bill
All over 25,000 gallons	6.50 per 1,000 gallons

DATE OF ISSUE **February 25, 2005**  
Month / Date / Year

DATE EFFECTIVE **February 25, 2005**  
Month / Date / Year

ISSUED BY   
(Signature of Officer)

TITLE **Chairman**

BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
IN CASE NO. **2005-00043** DATED **2/24/05**

**PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
2/25/2005  
PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)**

By   
Executive Director

Form for filing Rate Schedules

For Entire District  
Community, Town or City

P.S.C. No. 3

Original SHEET NO. 4

Cumberland Falls Highway Water District  
Name of Issuing Coproration

CANCELLING P. S. C. NO. N/A

N / A SHEET NO. N / A

CLASSIFICATION OF SERVICE

RATE  
PER UNIT

TAP ON FEES

5/8" by 3/4 inch Meter ----- \$ 551.00

One - Inch Meter ----- \$ Actual Cost,

Two - Inch Meter----- \$ Actucal Cost,

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 17 2000

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

DATE OF ISSUE 8 - 3 - 00

Month Date Year

DATE EFFECTIVE Date Approved

ISSUED BY Roy Petrey

Name of Officer

Chairman

Title

CFHWD

Address

## Form for filing Rate Schedules

For Entire District  
Community, Town or CityP.S.C. No. 3Original SHEET NO. 5Cumberland Falls Highway Water District  
Name of Issuing CorporationCANCELLING P. S. C. NO. N/AN/A SHEET NO. N/A

## CLASSIFICATION OF SERVICE

## BLANK BILL CARD FORM

Payment due on or before added after above date. Service will be discontinued, if payment not received by						% PENALTY
DATE FROM	DATE TO	PREVIOUS READING	PRESENT READING	GALLONS USED	CODE	AMOUNT
ACCOUNT NUMBER		METER SIZE		AMOUNT NOW DUE		
				MUST PAY BY		

CODES: W - WATER GB - GARBAGE TX - STATE TAX ST - SCHOOL TAX PN - PENALTY  
S - SEWER E - ELECTRIC MS - MISC. CHARGES GS - GAS UB - UNPAID BALANCE

--

TO:
-----

DATE DUE	AMOUNT DUE
----------	------------

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 17 2000

PURSUANT TO 807 KAR 5.011,  
RETURN THIS PORTION WITH PAYMENT  
BY Stephan D. Bell  
SECRETARY OF THE COMMISSION

KEEP THIS PORTION FOR YOUR RECORDS

DATE OF ISSUE 8-3-00DATE EFFECTIVE Date ApprovedMonth Date Year  
ISSUED BY Roy Petrey Chairman CEHWD  
Name of Officer Title AddressRoy Petrey

Form for filing Rate Schedules

For Entire District  
Community, Town or City

P.S.C. No. 3

Original SHEET NO. 5

Cumberland Falls Highway Water District  
Name of Issuing Corporation

CANCELLING P. S. C. NO. N/A  
N/A SHEET NO. N/A

CLASSIFICATION OF SERVICE

BLANK SECOND NOTICE BILL FORM

Payment due on or before added after above date. Service will be discontinued, if payment not received by						% PENALTY
DATE FROM	DATE TO	PREVIOUS READING	PRESENT READING	GALLONS USED	CODE	AMOUNT
<p><b>SECOND NOTICE</b></p>						TO:
ACCOUNT NUMBER		METER SIZE		AMOUNT NOW DUE		DATE DUE
				MUST PAY BY		AMOUNT DUE
<p>CODES: W - WATER GB - GARBAGE TX - STATE TAX ST - SCHOOL TAX PN - PENALTY S - SEWER E - ELECTRIC MS - MISC. CHARGES GS - GAS UB - UNPAID BALANCE</p>						

KEEP THIS PORTION FOR YOUR RECORDS

RETURN THIS PORTION TO PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE

DATE OF ISSUE 8 - 3 - 00  
Month Date Year

DATE EFFECTIVE Date Approved

ISSUED BY Roy Petrey  
Name of Officer  
*Roy Petrey*

Chairman  
Title

NOV 17 2000  
PURSUANT TO 807 KAR 5.011,  
CFHWD SECTION 9 (1)  
Address Brandon Bell  
SECRETARY OF THE COMMISSION



CUMBERLAND FALLS HIGHWAY WATER DISTRICT

SECTION THREE

FORMS

Set Number	SUBJECT
1.	Contract for Water Service
2.	Contract for Extension of Water Main
3.	Requirement for Line Extension Contract

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 17 2000

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)  
BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

CUMBERLAND FALLS HIGHWAY WATER DISTRICT

6926 Cumberland Falls Highway

Corbin, Kentucky 40701

Phone: 606-528-0222

CONTRACT FOR WATER SERVICE

Date: \_\_\_\_\_ Name: \_\_\_\_\_

Phone: \_\_\_\_\_ S.S. # \_\_\_\_\_

Mailing address: \_\_\_\_\_

Application for water service is accepted by and between the undersigned and the Cumberland Falls Highway Water District with the following stipulations and agreements:

1. Public Service Commission rules and regulations as set forth in 807 KAR 5 and Kentucky Department for Natural Resources, division of Water standards and laws must be observed and adhered to, and may be viewed upon request by the applicant.

2. The applicant agrees to pay a \$69.00 meter deposit, which will be refunded with interest when the applicant ceases to be a water customer and all accounts are paid in full. Also a \$15.00 non-refundable service charge is due upon the signing of this contract. In case of a new service a \$300.00 tap fee is paid in advance. Tap fees are not refundable.

3. **One household may be served by one meter.** The District reserves the right to terminate service at the meter if the addition of other dwellings is noted.

4. Water District employees, possessing proper identification have right of egress and ingress for meter reading, maintenance and repair activities as they are warranted. Water District employees must have clear access at all times to the water meters. **If for any reason a meter can not be read due to negligence on the part of the customer, water will be disconnected at the main water line.**

5. **Water bills are due to be paid between the first and the tenth of each month at the District office. If the bill is not paid by the tenth, a ten percent penalty is added to the amount due. If the total amount due is not paid in full by the 20th, service will be disconnected and the amount due plus an additional \$15.00 service charge must be paid in full before service will be restored. Any tampering with meters or locks may result in legal action against the signer of this contract.**

6. The water customer is responsible for water service lines from the meter to the dwelling. Installation, repairs and all water loss are the responsibility of the customer.

7. Customer service lines and connections must be inspected by Water District personnel to insure against cross connections and inadequate materials for drinking water.

8. Customer service lines must be of at least 3/4" pipe or larger and must be at least 160 pounds pressure with 200 PSI preferred. Service lines must be buried at least 24 inches deep to prevent freezing.

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NOV 17 2000  
PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)  
BY: Stephan Bue  
SECRETARY OF THE COMMISSION

9. No galvanized fittings may be used on customer lines.

10. A cut-off valve must be installed outside the meter box on the customer's service line for their use.

11. A check valve to prevent back flow in case of water outage must be installed on the customer's water line.

12. A permit from the local health Department must be shown before installation of a meter for a new service.

13. The Water District agrees to supply potable water with adequate pressure to the customer meter. If water must be off for a planned outage, customer's will be notified as soon as possible. In case of an emergency water line repair or unforeseen water outage, the district will restore service as soon as possible.

14. When a customer requests that service be turned on in a dwelling the customer must first make sure that all sources of water supply are off before water will be turned on. By signing this contract, the customer is responsible for any and all damages to the dwelling caused by negligence. The District will not be responsible for any damages caused by water damage do to faucets or spigots being left on. If the water meter continues to run after being given enough time to let service lines, water heaters, etc. to fill up, the meter will then be turned back off and the customer will have to pay an additional service charge of \$15.00 to have the meter turned back on.

15. Upon fulfilling contract terms and desiring to discontinue water service, the customer must give written notice of discontinuance at the District office at least three days prior to the date on which disconnection is desired. If such notice is not given, the customer will remain liable for water used and services rendered to the premises by the District until said notice is received by the District office.

16. It is the responsibility of the customer to inform the District office in advance of any change of address that may affect the distribution of the customer's monthly water bill. This notice of a change of address must be in written form from the customer. Non receipt of the water bill does not exempt liability. If for any reason you have not received your water bill by the first day of each month you may call the office and request the amount of your bill so payment can be made before any penalties are assessed.

CONTRACT APPROVED BY:

\_\_\_\_\_  
APPLICANT/CUSTOMER

\_\_\_\_\_  
WATER DISTRICT REPRESENTATIVE

By initialing this line the customer agrees that he/she has received a copy of this contract.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 17 2000

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)  
BY Stephan D. Bell  
SECRETARY OF THE COMMISSION

# CUMBERLAND FALLS HIGHWAY WATER DISTRICT

6926 Cumberland Falls Highway ♦ Corbin, Kentucky 40701  
Phone 528-0222 ♦ Fax 582-9675

## CONTRACT FOR EXTENSION OF WATER MAIN

Date: \_\_\_\_\_

The Kentucky Public Service Commission (PSC) outlines in it's regulations (807 Kar 5:006E. Water. Section 12) the way in which the District may extend it's water lines. These regulations are followed and adhered to in this contract.

In this case, the actual work will be done by the customer under supervision of the Water District. Materials used and time spent by the District employees will be charged to the customer and paid to the District at the end of construction.

First, \_\_\_\_\_, owner of private property located at \_\_\_\_\_ with potential of new customers has advised the District that water service is desired by filing an application with the District. The District will judge the request in terms of the number of new customers to be served, it's ability to supply the amount of water needed at an adequate pressure, and the construction conditions expected as determined by the system engineer.

Second, The District has estimated the total cost to be approximately \$ \_\_\_\_\_ to install the main line.

ITEM A: Shall include a drawing of the new area,  
Detailed list of materials required to do the job  
Total estimated cost  
This information becomes part of the contract

The District alone determines the size, location, materials and all features of the new water line. All main lines shall have thirty inches of cover. All valves, tees, and bends shall have sufficient concrete backing. All road crossings shall be installed in casing pipe. All backfill material shall be good dirt free of rock, or either #57 limestone gravel. If it is necessary for the new water line to lay on private property, the property owner or owners must grant a permanent easement to the District.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

NOV 17 2000

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY Stephan B. Bell  
SECRETARY OF THE COMMISSION

Third, the new customer must sign this contract with the District before installing a new water line. It is agreed that the definition of a customer shall mean: A place where people live or work that uses water and is billed for usage on a monthly basis. It is further agreed that any other connection to this system, including a fire hydrant installed for flushing or for public fire protection is not a customer and shall not be considered a "customer" connection to this water main.

Fourth, On completion of construction, original itemized bills with proof of their payment of money spent for the construction of a new water line shall be submitted to the District by the customer and the actual cost of the water line will be determined.

Fifth, Each customer must pay a tap-on fee of \$578.00 for a 3/4 inch meter and a usage deposit of \$69.00. One and only one dwelling may be served by one meter. The customer is completely responsible for the installation and maintenance of the water service line from the water meter to the desired point of service. \* The customer's water service must be inspected and approved by the District before it is covered with dirt or gravel and all fees and deposits must be paid before service will begin.

Sixth, As each new customer is connected directly to the line, the District will refund to those who paid for it in the beginning the amount equal to 50 feet times the actual cost per foot. This money goes to the signer of this contract. The District accepts no responsibility for the sharing or distribution of this money. These reimbursements will continue for 10 years from the date of this contract or until the amount originally paid for the water line is refunded, whichever happens first. These reimbursements will be done only once per year in the month of December.

\* NOTE: When a new water line extension is placed in service it becomes a part of the District's system from it's point of connection to an existing District water line to the customer's meter. The District will then accept responsibility for maintenance and upkeep of the line extension.

APPROVED BY:

\_\_\_\_\_  
Applicant/Customer

\_\_\_\_\_  
CFHWD Representative

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
Phone

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE  
NOV 17 2000  
PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)  
BY: Stephan B. Bell  
SECRETARY OF THE COMMISSION

# CUMBERLAND FALLS HIGHWAY WATER DISTRICT

## REQUIREMENTS FOR

### LINE EXTENSION CONTRACT

The CFHWD tariff with the Kentucky Public Service Commission states:

"The District shall construct water main extensions under the authority and procedure stipulated in Public Service Commission Regulation 807 KAR 5:006 and any extension made under this option shall be subject to refund as outlined in said regulation."  
"The applicant must execute a contract and agreement for line extension on form approved by the District."

For a refund to be made:

- a. Customer shall execute a contract, before any work starts.
- b. Customer shall follow all Division of Water Regulations and the Districts regulations.
- c. Customer shall provide the District with the original " Bill of Materials or Invoices", within 10 days of completion of work, so a true and actual cost of the extension can be made.
- d. All items above shall be completed, or the contract, as signed in item a, is void and no refunds shall be made.

Approved by the Commissioners: \_\_\_\_\_

As stated in the minutes of a regular scheduled board meeting dated: \_\_\_\_\_

Applicant initial to verify receiving this info:

\_\_\_\_\_ Date: \_\_\_\_\_

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SECTION 9 (1)  
BY: Stephan Bell  
SECRETARY OF THE COMMISSION

# WATER SHORTAGE RESPONSE PLAN

## CUMBERLAND FALLS HIGHWAY WATER DISTRICT

**Section 1 Purpose:** The purpose of this plan is to provide for the declaration of official phases of water supply shortages and the implementation of voluntary and mandatory water conservation measures throughout the CUMBERLAND FALLS HIGHWAY WATER DISTRICT in the event a shortage is declared.

**Section 2 Definitions:** These terms are applicable only for this plan unless specifically noted.

- (a) "Customer" shall mean any person or entity using water for any purpose from the CUMBERLAND FALLS HIGHWAY WATER DISTRICT water distribution system for which a regular charge is made.
- (b) "Raw Water Supplies" shall mean all water potentially available to persons in the CUMBERLAND FALLS HIGHWAY WATER DISTRICT.
- (c) "Treated Water" shall mean water that has been introduced by the CUMBERLAND FALLS HIGHWAY WATER DISTRICT into its water distribution system, including water offered for sale. Use of treated water are classified as follows:

### (CLASS 1 ) Essential Water Uses

The following uses of water, listed by site or user type, are essential:

#### Domestic

Water necessary to sustain human life and the lives of domestic pets, and to maintain minimum standards of hygiene and sanitation

#### Health Care Facilities

Patient care and rehabilitation, including related filling and operation of swimming pools

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Water Hauling

Sale for domestic use only, where not reasonably available elsewhere. Water sold for hauling shall be under the direction of "Employees of Authority" with the DISTRICT.

Public Use

Firefighting, health and public protection purposes, if specifically approved by health officials

(CLASS 2) Socially or Economically Important Uses

The following uses of water, listed by site or user type, are socially or economically important:

Domestic

Personal, in-house water use including kitchen, bathroom and laundry

Water Hauling

Non-Domestic, when other sources are not reasonably available elsewhere. Only under authority of DISTRICT employees and approved by the DISTRICT BOARD OF COMMISSIONERS.

Commercial and Civic Use

Commercial car and truck washes

Laundromats

Restaurants, clubs and eating places

Schools, churches, motels/hotels and similar commercial establishments

Outdoor Non-Commercial Watering

Minimal watering of vegetable gardens

Minimal watering of trees where necessary to preserve them

Outdoor Commercial or Public Watering (using conservation methods and when other sources of water are not available or feasible to use)

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Agricultural irrigation for the production of food and fiber or the maintenance of livestock

Watering by arboretums and public gardens of national, state, regional or community significance where necessary to preserve specimens

Watering by commercial nurseries at a minimum level necessary to maintain stock

Watering at a minimum rate necessary to establish or maintain vegetation or landscape plantings required pursuant to law or regulation

Watering of woody plants where necessary to preserve them

Minimal watering of golf course greens

#### Recreational

Operation of municipal swimming pools and/or residential pools that serve more than 25 dwelling units

#### Air Conditioning

Refilling for startup at the beginning of the cooling season

Makeup of water during the cooling season

Refilling specifically approved by health officials where the system has been drained for health protection or repair service

#### (CLASS 3) Non-Essential Uses

Any use of water, as defined herein, is non-essential.

#### Public Use

Use of fire hydrants (excluding Class 1 and Class 2 used), including uses of sprinkler caps, testing fire apparatus and fire department drills

Flushing of sewers and hydrants except as needed to ensure public health and safety as approved by health officials

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### Commercial and Civic Use

Serving water in restaurants, clubs, or eating places, except by customer request

Failure to repair a controllable leak

Increasing water levels in scenic and recreational ponds and lakes, except for the minimum amount required to support fish and wildlife

### Ornamental Purposes

Fountains, reflecting pools and artificial waterfalls

### Outdoor Non-Commercial Watering

Use of water for dirt control or compacting

Watering of annual or non-woody plants, lawns, parks, golf course fairways, playing fields and other recreational areas

Washing sidewalks, walkways, driveways, parking lots, tennis courts and other hard-surface areas

Washing down buildings or structures for purposes other than immediate fire protection

Flushing gutters or permitting water to run or accumulate in any gutter or street

### Outdoor Commercial or Public Watering

Expanding nursery facilities, placing new irrigated agricultural land in production, or planting of landscaping except when required by a site design review process

Use of water for dirt control or compacting

Watering of lawns, parks, golf courses fairways, playing fields and other recreational areas

Washing sidewalks, walkways, driveways, parking lots, tennis courts or other hard-surface areas

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Washing down buildings or structures for purposed other than immediate fire protection

Flushing gutters or permitting water to run or accumulate in any gutter or street

Recreational uses other than those specified in Class 2

Non-commercial washing of motor and other vehicles

Air Conditioning (see also Class 2 purposes):

Refilling cooling towers after draining

(d) "Base Entitlement" shall mean, the monthly usage for a customer during the same month of the preceding calendar year, or the average customer usage for each class of service during the same month of the preceding year.

(e) "Curtailed entitlement" shall mean the monthly usage for a customer after any curtailment percentage has been applied.

(f) "Curtailment" shall mean the reduction in entitlement by whatever percentage that the DISTRICT is required to meet for anticipated water shortages.

**(g) Water Shortage Response Phases:**

"Advisory" shall mean that conditions exist which indicate the potential for serious raw or treated water supply shortages

"Alert" shall mean the raw or treated water supplies are consistently below seasonal averages, and if they continue to decline, may not be adequate to meet normal needs

"Emergency" shall mean that raw or treated water supplies are below the level necessary to meet normal needs and that serious shortages exist in the area

"Rationing" shall mean that procedures must be established to provide for the equitable distribution of critically-limited raw or treated water supplies, in order to balance demand and limited available supplies, and to assure that sufficient water is available to preserve public health and safety

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Section 3      **Applicability:**

The provisions of this plan shall apply to all retail and wholesale customers of the CUMBERLAND FALLS HIGHWAY WATER DISTRICT. When implemented, this plan becomes CUMBERLAND FALLS HIGHWAY WATER DISTRICT'S water shortage response regulation.

Section 4      **Entitlements:**

Entitlements shall be established for each customer by adjusting the base entitlement to reflect any known change in usage pattern. Or the average per customer usage for each class of service during the same month of the preceding year.

Section 5      **Determination of Water Shortage:**

As CFHWD buys all of its water from the City of Corbin, West Laurel Water District and the City of Williamsburg. They each determine shortages and percentages. The DISTRICT'S actions are based on notices from these systems.

After notification of a shortage, water supply and usage shall be monitored on a continuous basis. Unrestricted demand shall be projected from past records and adjusted for changes such as new developments and weather conditions on a regular basis. ( NOTE: A sample calculation page is attached as Appendix A to assist in determining overall water usage. (It is important that accurate water measurements be used.) Water shortages generally occur for two reasons, a reduction in available supplies or a system failure. Each of these has a distinct influence on the nature and duration of the conservation program implemented. Official declaration of a water shortage stage and implementation of the measures necessary to curtail water shall be approved by the BOARD OF COMMISSIONERS.

Section 6      **Term of Water Shortage Declaration:**

Any Water Shortage declaration shall remain in effect until water supplies have returned to normal conditions. A final determination as to terminating a water shortage declaration shall be made by the BOARD OF COMMISSIONERS. After the District is notified from the supplier system that the shortage is over.

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Section 7.      **Water Shortage Stage, Criteria, Conservation and Curtailment Measures:**

**A. Advisory Stage**

- (1) Criteria: A water advisory shall be declared when the DISTRICT is notified by the City of Corbin, West Laurel Water District, the City of Williamsburg of a shortage and the percent amount.

Unless the distribution system can be valved in a way to provide water from another system not affected.

(2) Conservation and Curtailment Measures:

- (a) Declare a Water Shortage Advisory
- (b) Provide proper notice to all customers and to all local news media
- (c) Eliminate all water leaks
- (d) Request voluntary conservation of all non-essential (Class 3) water use
- (e) Request wholesale customers ( if any ) to issue request for voluntary conservation by their customers of all non-essential (Class 3) water use

**B. Alert Stage**

- (1) Criteria: A water alert shall be declared when the DISTRICT is notified by, City of Corbin, West Laurel Water District, the City of Williamsburg. They shall provide the percentages short.

Unless the distribution system can be valved in a way to provide water from another system not affected.

(2) Conservation and Curtailments Measures:

- (a) Declare Water Shortage Alert
- (b) Provide proper notice to all customers and to all local news media
- (c) Eliminate all water leaks
- (d) Prohibit all non-essential (class 3) water uses
- (e) Curtail entitlements to all customers by the same percentage as the projected shortage

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(f) Begin billing all customers water usage in excess of curtailed entitlement at the normal rate plus an excess usage charge of **\$12.00 per 1,000 gallons**

**C. Emergency Stage**

(1) Criteria: A water Emergency shall be declared when the DISTRICT is notified by the City of Corbin, the West Laurel Water District and the City of Williamsburg. Shortages percentages to be supplied at this time. Unless the distribution system can be valved in a way to provide water from another system not affected.

(2) Conservation and Curtailment Measures:

(a) Declare Water Shortage Emergency

(b) Provide proper notice to all customers and to all local news media

(c) Eliminate all water leaks

(d) Prohibit all (class 3) uses of water

(e) Prohibit all (class 2) uses of water except domestic uses for kitchens, bathrooms and laundries

(f) Curtail all commercial and industrial entitlements (except health care facilities) by one hundred (100) percent

(g) Curtail residential entitlements by the same percentage as the projected shortage

(h) Curtail entitlements to all wholesale customers by the same percentage as the projected shortage ( if any )

(i) Begin billing all customer water usage in excess of curtailed entitlement at the normal rate plus an excess usage charge of **\$17.00 per 1,000 gallons**

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#### **D. Rationing Stage**

1. **Criteria:** Is created when the DISTRICT is notified by the City of Corbin, the West Laurel Water District and the City of Williamsburg, then the DISTRICT Board of Commissioners shall start mandatory rationing as required to insure adequate water is available to maintain public health and safety.

#### **2. Conservation and Curtailment Measures:**

- (a) Declare Water Shortage Rationing
- (b) Provide proper notice to all customers and to all local news media
- (c) Eliminate all water leaks
- (d) Prohibit all (Class 3) and (Class 2) uses of water
- (e) Curtail all commercial and industrial entitlements (except health care facilities) by one-hundred (100) percent
- (f) Curtail all residential and wholesale entitlements by the same percentage as the projected shortage
- (g) Begin billing customer water usage in excess of curtailment entitlement at the normal rate plus an excess usage charge of **\$24.00 per 1,000 gallons**

#### **Section 8      **Enforcement of Water Restrictions:****

Any person that violates the provisions of this plan, fails to carry out the duties and responsibilities imposed by this plan, or impedes or interferes with any action undertaken or ordered pursuant to this plan shall be subject to following:

(1) If the utility official charged with implementation and enforcement of this plan learns of any violation of any water use restriction imposed, a written notice of the violation shall be affixed to the property where the violation occurred and mailed to the customer of record. Said notice shall describe the violation and order that it be corrected, cured, or abated immediately or within forty-eight (48) hours

(2) The notice will inform the customer of their right to appeal by requesting a hearing before the utility's designee. If a hearing is requested by the customer, he or she shall be given full opportunity to be heard before termination of water service. The governing body shall make finding of fact and decide whether service should be continue or terminated

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(3) Any customer whose water service is terminated for violating provisions of this water curtailment plan shall be subject to reconnection fees of:

First Cut off = \$50.00, Second Cut off = \$75.00, Third Cut off = \$100.00  
All other cut-offs will require the \$100.00 reconnection fee.

(4) The excess usage charge billing provisions of this plan shall not be put in effect if a county or city ordinance containing penalty provisions is in effect to assist enforcement of this plan

Section 9      **Request for Exceptions:**

(A) Exception to water use restrictions: If compliance with any curtailment measure authorized herein would cause a customer to bear extraordinary hardship, that individual or entity may apply to the CFHWD Commissioners for an exception. For these purposes, "extraordinary hardship" shall be defined as a condition which may threaten health and safety, or cause property or economic losses, each of which must be shown to be substantially more severe than the sacrifices borne by other users. If extraordinary hardship is found to exist, then an exception shall be granted and a written waiver issued to the customer. If an appeal is made, water service shall be continued until a decision is announced. Any person aggrieved by the decision may file a complaint with the Public Service Commission.

(B) Exception to curtailment surcharge: Exceptions to excess use charges shall not be considered or granted.

Section 10      **Servability:**

If any provision of this plan is declared invalid by the courts, the remainder of the plan and its applicability to other persons and circumstances shall not be affected by that declaration.

Section 11      **Effective Date:**

This plan shall take effect immediately upon approval by the Public Service Commission.

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APPENDIX A

CUMBERLAND FALLS HIGHWAY WATER DISTRICT

Projected Demand Worksheet for \_\_\_\_\_  
( month ) ( year )

Calculations will be done at the beginning of each month.

Percent shortage: \_\_\_\_\_.

Average use in \_\_\_\_\_ for the past 5 years: \_\_\_\_\_ gpd or g/m  
( last month )

Average use in \_\_\_\_\_ for 2 years ago: \_\_\_\_\_ gpd or g/m  
( last month )

Average use in \_\_\_\_\_ for 1 year ago: \_\_\_\_\_ gpd or g/m  
( last month )

Average use in \_\_\_\_\_ for current year : \_\_\_\_\_ gpd or g/m  
( last month )

Average usage per customer class, for 1 year ago: \_\_\_\_\_ gpd or g/m

"Curtailed Entitlement" usage allowed, per customer class: \_\_\_\_\_ gpd or g/m

Usage Notes:

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Weather Notes:

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Average projected use for \_\_\_\_\_:

Without conservation measures \_\_\_\_\_ gpd

With advisory conservation measures \_\_\_\_\_ gpd  
( reduction )

With alert conservation measures \_\_\_\_\_ gpd  
( more than reduction )

With emergency conservation measures \_\_\_\_\_ gpd  
( more than reduction )

With rationing conservation measures \_\_\_\_\_ gpd  
( more than reduction )

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